

ATTACHMENT 1



Denise C. Berger
District Manager
Local Supplier Management

1200 Peachtree Street NE
Promenade I, 12th Floor
Atlanta, GA 30309
404 810-8644
FAX 404 810-8477
PAGER 800 258-0000 PIN 2533
EMAIL deberger@att.com

August 7, 2000

VIA FACSIMILE: 770-491-9173
& VIA REGULAR U.S. MAIL

Ms. Jan Burriss
BellSouth Interconnection Services
Suite 200
1960 West Exchange Place
Tucker, GA 30084

RE: Duplicate Billing Problems

Dear Jan:

The purpose of this letter is to ask for your assistance in solving a problem with duplicate billing that AT&T and its customers have been experiencing for over a year.

We have referred several isolated instances of these duplicate billing issues to the account team in the past. The answer we have always gotten from the Account Team is that each instance was "isolated" or that it was "rep error." However, the AT&T Account Team supporting the Pep Boys account has recently informed us that of the approximately 100 Pep Boys locations that have transitioned from BellSouth to AT&T, 42 of them continue to get BellSouth retail bills for the same service. As far as we can tell, BellSouth fails to work the post port disconnect order through all of their systems, resulting in the customer's continuing to receive the BellSouth bills. This causes tremendous customer dissatisfaction. Additionally, it inhibits AT&T's ability to compete. Although this is a BellSouth problem, presented on a BellSouth retail bill, the customer perceives the problem to be caused by AT&T, since he never had the problem when he was a BellSouth customer. Further, based on AT&T's experience, customers will withhold payment from AT&T and BellSouth until the problem is resolved. There have even been instances of BellSouth's billing office turning customers over to a collection agency before fixing the problem.

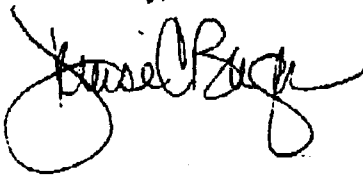
RE: Duplicate Billing Problems
Page 2

Additionally, AT&T resources are required to help the customer get the issue resolved. AT&T has had no choice but to adjust its "first bill validation" process to include verification of the telephone numbers and lines that were disconnected from their BellSouth bill. If a problem is found, AT&T's care center will attempt to work the issue back to the BellSouth LCSC. If, however, BellSouth's LCSC has been unwilling to resolve the customer's BellSouth billing issue with AT&T if its records show that the order is complete and the numbers ported in NPAC. This leaves AT&T with no means to resolve the customer's problems with BellSouth.

Many customers have attempted to resolve the issue directly with BellSouth, since technically it is an issue between the customer and BellSouth. When customers call the BellSouth retail business office to inquire about the billing, BellSouth refers the customer back to AT&T. The reason given to the customer is that AT&T must resolve the problem, since AT&T is acting as the customer's agent. AT&T must then orchestrate a call with all parties to explain the situation and get the issue resolved.

It appears that BellSouth has neither a clearly defined internal process for insuring that all orders are worked within the BellSouth systems nor a responsible party designated to resolve these duplicate billing issues. AT&T has not yet found a way to insure the billing has stopped from BellSouth beyond continuing to ask the customer to examine their BellSouth bill. Please advise me of BellSouth's plans to examine the internal ordering and completion processes. I would also like to understand BellSouth's plan to isolate and repair the associated process gaps. Finally, I will expect escalation names and contact information for the appropriate BellSouth representatives for ongoing resolution that can be used by our Customer Care centers. Your response by August 18, 2000, will be appreciated.

Sincerely,

A handwritten signature in black ink, appearing to read "Greg Terry", with a large, stylized loop at the end.

cc: Greg Terry

ATTACHMENT 2

Lane, Kacie

From: Magby, Tami
Sent: Saturday, May 19, 2001 4:51 PM
To: Lane, Kacie
Cc: Holmes, Sandra
Subject: double billing and 1 out of three #'s not ported

Importance: High

this customer was scheduled for service 4/3 and she requested 3 #'s be ported. well only 2 of the three were ported. [REDACTED] was not. [REDACTED] were both ported. the customer has a problem with bellsouth and billing and she wants this matter resolved asap. Kacie please help with getting this double billing issue resolved. also check the status of [REDACTED] to see why this tn was not ported. thanks Kacie

ATTACHMENT 3

Lane, Kacie

From: Wyatt, Apryl
Sent: Thursday, May 10, 2001 11:28 AM
To: Lane, Kacie
Subject: double billed

[REDACTED] Customer name and phone number
customer is still rcving bill from bell. The bill date is 05/01 thru 05/31..They have not disco service
acct# [REDACTED]
thanks

Apryl Wyatt
Telephony Dept.
APWYAT1@BROADBAND.ATT.COM
770-559-2000

ATTACHMENT 4

09/24/01 10:33 AT&T REGIONAL ACCOUNT TEAM - 4049108605

NO. 323 082

BellSouth Interconnection Services
1900 West Exchange Place
Suite 200
Tucker, GA 30084

Jan.Burke1@bridge.bellsouth.com

Jan M. Burke
Sales Assistant Vice President
AT&T Regional Account Team

770 492 7590
Fax 770 491 3573

September 24, 2001

Ms. Denise Berger
AT&T
Room 12255
1200 Peachtree Street, NE
Atlanta, Georgia 30309

Dear Denise:

This is in response to your email dated September 4, 2001, concerning additional inquiries related to the telephone number reassignment issue. Your email also referenced an earlier response from BellSouth dated August 29, 2001 and the impact of the telephone number reassignment issue on AT&T's customer Vistakon. Following are BellSouth's responses to AT&T's questions.

BellSouth Software Solution Implementation:

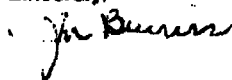
BellSouth's tentatively scheduled timeline to complete installation of software to prevent telephone number reassignment is third quarter 2002.

Verification of Entire Universe of AT&T LNS Direct-Inward Dialing (DID) Ported Numbers:

BellSouth has not yet completed the examination of all telephone numbers assigned to AT&T or TCG. As the numbers are examined, necessary modifications are made to alleviate telephone number reassignments. These modifications were detailed in BellSouth's response dated August 29, 2001. AT&T's customer, Vistakon, was impacted by this system problem due to an oversight in checking these numbers. All telephone numbers for Vistakon have been examined and modified, as appropriate. Details of the examination and modification on the Vistakon account were also provided in BellSouth's August 29, 2001 letter.

I trust the above information satisfies your concern regarding this matter. Please contact me at 770-492-7590 if you have additional questions.

Sincerely,



cc: Jan Flint

ATTACHMENT 5

Georgia Hot Cut Analysis for January - August 2001

Notes and Assumptions

- For the Hot Cut completion duration the assumed starting point is the scheduled start date and time confirmed by BellSouth on the Firm Order Confirmation (FOC). The assumed ending point is the date and time that BellSouth called AT&T's work center to offer acceptance of the loop. The Percent Hot Cuts Completed on Time measurement has been calculated using two different methods:
 - Option One: One (1) to ten (10) loops should take 1 hour to complete and 11 to 30 loops should take 2 hours to complete.
 - Option Two: Each loop should take 15 minutes to complete.
- An order is completed "On Time" if it completes within the expected duration (using either Option One or Option Two as described above) beginning at the "SCHEDULED START DATE/TIME".
- The volumes below represent orders, not loops. There may be multiple loops per order.
- The data below is for Time Specific Hot Cuts only.
- State data only consists of GA

January Georgia Analysis

Total # Time Specific LSRs:	151		
Average Actual Completion Duration:	N/A		
Total Outages During Provisioning:	23	15%	
Total Troubles After Completion:	2	1%	
	Option 1		Option 2
Total On Time:	121	80%	116 77%
Total <= 30 Min. Late:	0	0%	5 3%
Total > 30 Min. Late:	20	13%	20 13%
Total > 15 Min. Early:	0	0%	0 0%
Total > 30 Min. Early:	10	7%	10 7%

- The January PMAP report shows in Georgia that 100% of the Hot Cuts were started on time. **80%** of the Georgia Hot Cuts completed On Time during January using Option 1, and only **77%** completed On Time using Option 2. Please note that there is no Hot Cut Outage or Trouble data in PMAP for January.

February Georgia Analysis

Total # Time Specific LSRs:	102		
Average Actual Completion Duration:	N/A		
Total Outages During Provisioning:	15	15%	
Total Troubles After Completion:	2	2%	
	Option 1		Option 2
Total On Time:	91	89%	90 88%
Total <= 30 Min. Late:	0	0%	1 1%
Total > 30 Min. Late:	1	1%	1 1%
Total > 15 Min. Early:	9	9%	9 9%
Total > 30 Min. Early:	1	1%	1 1%

- The February PMAP report shows in Georgia that 99.02% of the Hot Cuts were started on time. **89%** of the Georgia Hot Cuts completed On Time during February using Option 1, and only **88%** completed On Time using Option 2. Please note that there is no Hot Cut Outage or Trouble data in PMAP for February.

March Georgia Analysis

Total # Time Specific LSRs:	71		
Average Actual Completion Duration:	N/A		
Total Outages During Provisioning:	5	7%	
Total Troubles After Completion:	3	4%	
	Option 1		Option 2
Total On Time:	62	87%	61 86%
Total <= 30 Min. Late:	0	0%	1 1%
Total > 30 Min. Late:	7	10%	7 10%
Total > 15 Min. Early:	0	0%	0 0%
Total > 30 Min. Early:	2	3%	2 3%

- The March PMAP report shows in Georgia that 100% of the Hot Cuts were started on time. **87%** of the Georgia Hot Cuts completed On Time during March using Option 1, and only **86%** completed On Time using Option 2. The PMAP report, "Hot Cut Percent Provisioning Troubles within 7 Days", displays a total of 2 provisioning troubles in Georgia.

April Georgia Analysis

Total # Time Specific LSRs:	49		
Average Actual Completion Duration:	N/A		
Total Outages During Provisioning:	1	2%	
Total Troubles After Completion:	0	0%	
	Option 1		Option 2
Total On Time:	39	80%	37 76%
Total <= 30 Min. Late:	0	0%	2 4%
Total > 30 Min. Late:	5	10%	5 10%
Total > 15 Min. Early:	1	2%	1 2%
Total > 30 Min. Early:	4	8%	4 8%

- The April PMAP report shows in Georgia that 98.55% of the Hot Cuts were started on time. 80% of the Georgia Hot Cuts completed On Time during April using Option 1, and only 76% completed On Time using Option 2. The PMAP report, “Hot Cut Percent Provisioning Troubles within 7 Days”, displays a total of 6 provisioning troubles in Georgia.

May Georgia Analysis

Total # Time Specific LSRs:	46		
Average Actual Completion Duration:	N/A		
Total Outages During Provisioning:	0	0%	
Total Troubles After Completion:	0	0%	
	Option 1		Option 2
Total On Time:	38	83%	38 83%
Total <= 30 Min. Late:	0	0%	0 0%
Total > 30 Min. Late:	2	4%	2 4%
Total > 15 Min. Early:	4	9%	4 9%
Total > 30 Min. Early:	2	4%	2 4%

- The May PMAP report shows that in Georgia 98.73% of the Hot Cuts were started on time. 83% of the Georgia Hot Cuts completed On Time during May using Option 1, and 83% completed On Time using Option 2. The PMAP report, “Hot Cut Percent Provisioning Troubles within 7 Days”, displays a total of 13 provisioning troubles in Georgia.

June Georgia Analysis

Total # Time Specific LSRs:	26			
Average Actual Completion Duration:	N/A			
Total Outages During Provisioning:	0	0%		
Total Troubles After Completion:	0	0%		
	Option 1		Option 2	
Total On Time:	22	85%	22	85%
Total <= 30 Min. Late:	0	0%	0	0%
Total > 30 Min. Late:	3	12%	3	12%
Total > 15 Min. Early:	1	4%	1	4%
Total > 30 Min. Early:	0	0%	0	0%

- The June PMAP report shows that in Georgia 100% of the Hot Cuts were started on time. 85% of the Georgia Hot Cuts completed On Time during June using Option 1, and 85% completed On Time using Option 2. The PMAP report, "Hot Cut Percent Provisioning Troubles within 7 Days", displays a total of 8 provisioning troubles in Georgia.

July Georgia Analysis

Total # Time Specific LSRs:	33			
Average Actual Completion Duration:	N/A			
Total Outages During Provisioning:	1	3%		
Total Troubles After Completion:	0	0%		
	Option 1		Option 2	
Total On Time:	25	76%	26	79%
Total <= 30 Min. Late:	1	3%	0	0%
Total > 30 Min. Late:	6	18%	6	18%
Total > 15 Min. Early:	1	3%	1	3%
Total > 30 Min. Early:	0	0%	0	0%

- The July PMAP report shows that in Georgia 93.48% of the Hot Cuts were started on time. 76% of the Georgia Hot Cuts completed On Time during July using Option 1, and 79% completed On Time using Option 2. The PMAP report, "Hot Cut Percent Provisioning Troubles within 7 Days", displays a total of 4 provisioning troubles in Georgia.

August Georgia Analysis

Total # Time Specific LSRs:	39		
Average Actual Completion Duration:	N/A		
Total Outages During Provisioning:	1	3%	
Total Troubles After Completion:	0	0%	
	Option 1		Option 2
Total On Time:	29	74%	28 72%
Total <= 30 Min. Late:	0	0%	0 0%
Total > 30 Min. Late:	8	21%	9 23%
Total > 15 Min. Early:	2	5%	2 5%
Total > 30 Min. Early:	0	0%	0 0%

- The August PMAP report shows that in Georgia 100% of the Hot Cuts were started on time. 74% of the Georgia Hot Cuts completed On Time during August using Option 1, and only 72% completed On Time using Option 2. The PMAP report, "Hot Cut Percent Provisioning Troubles within 7 Days", displays a total of 1 provisioning troubles in Georgia.